

Tracking Your Cases Just Became Easier

Effective March 1, 2001 all checks for reimbursement of application assistance will display the full bar code associated with each case determined "payable." On the Remittance Advice, the bar code is indicated as the Request ID Number.

The following information will display from left to right in the INVOICE/CUSTOMER NUMBER box on the Remittance Advice:

- CAA Number
- Case Number
- Program Identifier
(A= AER, H= Healthy Families, M= Medi-Cal)
- Request ID Number (bar code) or Last Name of Applicant

With this change and all three documents (the application, the Monthly Entity Payment Report, and the Remittance Advice) displaying the same and full bar code, it will be easier for the Enrollment Entity to track the caseload for HFP/MCC application assistance!

Please Note:

There are three (3) primary reasons why the last name of the applicant will be displayed versus the bar code:

- 1) The application utilized was printed before July of 2000, therefore, did not display a bar code at the bottom of the front-page (page A1).
- 2) The case reimbursed (\$25) was an AER case- the AER forms are not bar coded.
- 3) If an application is received in which the bar code already represents another case, the Request ID Number will default to the last name of the applicant. An application with a bar code indicated at the bottom of the front-page (A1) should not be copied and utilized for more than one family. The bar code must be unique for each case in order to be tracked for reimbursement purposes.

Medi-Cal Reimbursement Time Frame Expanded!



Great News! The reimbursement time frame for approved and payable Medi-Cal cases has been extended by thirty (30) days!

Effective April 1, 2001, all Medi-Cal cases that are determined eligible and payable will be paid up to one hundred and fifty (150) days.

First Lady Sharon Davis Announces 400,000 Children Enrolled in Healthy Families Program

First Lady Sharon Davis was joined by Secretary Johnson, state health officials, school representatives, corporate partners, and community representatives to celebrate the enrollment of Healthy Families 400,000th child. The press event was co-sponsored by the California Association of Health Plans at Bret Harte School in Sacramento on April 19, 2001. The event highlighted significant program achievements, recent improvements, and future plans to identify and insure all children eligible for Healthy Families and Medi-Cal coverage. The event also served to recognize the positive role that schools, community-based organizations, and corporate partners have played in making the Healthy Families and Medi-Cal for Children Campaign a success.

IMPORTANT DISTRIBUTION INFORMATION FOR LINKED CAA STAFF

This bulletin is provided only to enrollment entities (EEs). You are responsible for sharing this bulletin with all linked CAA staff. The information contained in this update is needed to correctly complete applications, reduce payment denials, and remain informed about the latest program changes.

**RHA'S CAA HELP Line
1-888-237-6248**

Monday - Friday 8:00 a.m. to 5:30 p.m.

Technical assistance for **CAAs** and **EEs** with family composition and income calculations; request an ITP and/or training; order enrollment and marketing materials; or provide change of address information.

**EE Reimbursement and Information
1-888-747-1222**

and press the star (*) key

Monday – Friday 8:00 a.m. to 5:00 p.m.

This line is for **EEs ONLY** who want to obtain information about the reimbursement process or to inquire about the status of their reimbursement. EEs will need to provide their EE number and CAA number for the person who provided the application assistance.

**HF/MCC General Information
1-888-747-1222**

Monday - Friday 8:00 a.m. to 8:00 p.m.

Operators will provide assistance to **anyone** requesting *general* information for both HF/MCC, and referral information to local EEs. Individuals ordering up to four applications and handbooks may call this line.

**Healthy Families Information Line
1-800-880-5305**

Monday - Friday 8:00 a.m. to 8:00 p.m.

Technical assistance for **applicants** who need general information about the HF program; answers to specific income and documentation questions when completing the application themselves; status information on their own completed and submitted application.

EEs may no longer use this line to check the status of an application on behalf of an applicant unless the applicant is present at the time the call is made.

**CA Kids NEW Phone Number
1-818-461-1400**

Please note: CA Kids has changed their phone number.

Healthy Families Program Update

All Certified Application Assistants and Enrolling Entities that provide free application assistance to applicants for the Healthy Families Program (HFP) please be advised that, on May 1, 2001, the HFP reopened Kaiser Permanente in all counties within California, with the exception of zip codes listed below in Kern and Los Angeles Counties. Kaiser's available enrollment is about 9,000 statewide. Once the HFP enrollment volume for each county is reached, it will once again be closed for new HFP enrollment. HFP operators will inform applicants that Kaiser does have an enrollment cap and if the county cap is reached before the application is received, they cannot be offered Kaiser as a plan option without a validation form from Kaiser. Members wanting Kaiser in one of the excluded zip codes below **MUST** have a Kaiser validation form signed by Kaiser.

Kern County Zip Codes:

93222, 93243, 93501, 93502, 93504, 93505, 93519, 93560

Los Angeles County Zip Codes:

90236-90265, 90272, 90290, 91301-91313, 91316, 91321-91324, 91328, 91330, 91335, 91337, 91350, 91351, 91354-91357, 91364-91367, 91370-91372, 91375, 91376, 91380-91386, 91396, 91399, 91416, 91426, 91470, 91494, 93510, 93532, 93534-93536, 93539, 93543, 93544, 93550-93553, 93563, 93584, 93586, 93590, 93591, 93599

A new handbook errata sheet for Kaiser will be included with all applications and handbooks that are mailed out.

**Healthy Families/Medi-Cal for Children Announces
New Marketing Materials in June**

Healthy Families/Medi-Cal for Children Campaign finished production of the new full color mini-poster aimed at helping to stimulate enrollment in the Healthy Families Program & Medi-Cal for Children program. The new full color mini-poster is available in ten languages, (English, Spanish, Vietnamese, Korean, Cambodian, Russian, Chinese, Armenian, Hmong, and Farsi). In addition, a new bilingual Ready-to-Copy flyer produced in ten languages and Healthy Families/Medi-Cal for Children ball-point pens will be available this summer. These new marketing and incentive items have been produced to help enhance the education and enrollment of harder-to-reach target populations in Healthy Families and Medi-Cal and support outreach efforts by our community-based partners.

Reminder:

Please use an original application for each family assisted! If you need additional applications please call the CAA HELP Line at 1-888-237-6248.

Top 10 Reasons Applications are Denied Eligibility for Healthy Families

- 1) Inadequate Income Documentation
- 2) Income Too Low for Healthy Families
- 3) Initial Premium Amount Not Submitted or Invalid
- 4) Plan Code Missing or Invalid (Outside of Zip Code)
- 5) Already has Medi-Cal (No-Cost)
- 6) The Medi-Cal 'Notice of Action' Letter Not Submitted
(Letter Stating the End Date for No-Cost Medi-Cal)
- 7) Income Too High for Healthy Families
- 8) Citizenship/Legal Residency Documentation Not Submitted
- 9) Unable to Reach By Phone to Receive Additional Information
- 10) Step-Parent Income Not Considered for Healthy Families

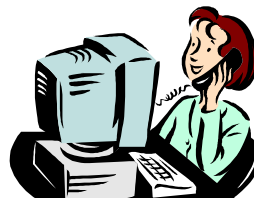
When conducting application assistance, please review with each applicant the importance of providing full documentation and/or complete information!

Reimbursement Research Helpful Hints

When sending in reimbursement research, please follow the guidelines listed below:

- All reimbursement research must be submitted by CONTACT person(s) only.
- Contact family to verify eligibility **before** sending in research request.
- Do not send in research for 'pending' cases. If there is a change in case status, the next month's report will reflect this change.
- Double check that the case has not been paid already. Please verify both the Remittance Advice and Monthly Entity Payment Report during the month.
- Please wait for the Monthly Entity Payment Report before sending in research for verification that an application has been received. For example, an application signed and mailed in February may not be reflected in the February Monthly Payment Report if the application was received in March.

Healthy Families Website Improvements!



The "Find an Application Assistant in your area" section of the Healthy Families website will be upgraded mid Fall 2001.

The website will reflect all Enrollment Entity (EE) data collected via the 2001 Invitation to Participate renewal process. The website will allow a family to find an Enrollment Entity for free application assistance by county, city, zip and designated language.

Please visit www.healthyfamilies.ca.gov Fall 2001 to view the improvements made.

Please remember to contact RHA via the CAA HELP line at 1-888-237-6248 with EE address, phone or contact name changes.

SPECIAL PAYMENT FILE

In April 2001, a special payment file was generated consisting of Healthy Families and Medi-Cal cases that were determined eligible after the payable time frames.

- From April of 1999 to April of 2001, all HF cases determined eligible after 80 days were included in the special payment file.
- From December of 1999 to March of 2001, all MC cases determined eligible after 120 days were included in the special payment file.

The reimbursement for application assistance of these particular cases was made in April of 2001. The cases falling under this special payment file will be reported in the May Monthly Entity Payment Report that is scheduled to be released in June of 2001.

Improvements Made in Medi-Cal Matching

Enhancements have been made to increase application assistance reimbursement for Medi-Cal cases. A number of steps have been taken in order to improve the match of an application forwarded to Medi-Cal:

- ❖ The following applicant information fields are double keyed to ensure accuracy:
 - Last Name
 - First Name
 - Date of Birth (DOB)
 - Gender of Child (Male/Female)
- ❖ When the gender of the child is unknown, the names are reviewed and a gender is selected based on the name swaying towards a specific gender.

By implementing the enhancements listed above, we are hoping that there will be an increase in the match for applications forwarded to Medi-Cal.

The Goal: Increase the match for Medi-Cal cases and increase reimbursement!

Chart to Determine Monthly Premium Effective 4/01/01:

◆ How to determine a Healthy Families Applicant's monthly premium

To determine an applicant's monthly insurance premium and whether their monthly income falls in category A or B, a CAA will need the following 2 pieces of information:

- Number of family members living in the household.
- Net Monthly Income (after any deductions allowed below)

◆ Deductions Allowed

If both parents work and pay childcare, pay or receive child support and/or alimony, deduct the following expenses from the gross monthly income:

- Payment of court ordered child support or alimony, deduct the amount paid from the gross income.
- Receipt of court ordered child support or alimony, deduct \$50.
- For each working parent, deduct up to \$90 for work-related expenses.
- For each person receiving State Disability Compensation, deduct up to \$90.
- Subtract the expenses paid for each child or dependent from the gross monthly income to determine the net monthly income. The maximum deductible amounts allowed for each child and disabled dependent are:

- Child under the age of 2 = \$200
- Child 2 years old and over = \$175
- Disabled dependent, any age = \$175

NOTE: *Child care expenses are deducted only if both parents work.*

Family Size (number of persons)	Category A			Category B		
	Monthly Income			Monthly Income		
1	\$717.00	to	\$1,074.00	\$1,074.01	to	\$1,790
2	\$969.00	to	\$1,452.00	\$1,452.01	to	\$2,419
3	\$1,221.00	to	\$1,829.00	\$1,829.01	to	\$3,048
4	\$1,472.00	to	\$2,207.00	\$2,207.01	to	\$3,678
5	\$1,724.00	to	\$2,584.00	\$2,584.01	to	\$4,307
6	\$1,976.00	to	\$2,962.00	\$2,962.01	to	\$4,936
7	\$2,227.00	to	\$3,339.00	\$3,339.01	to	\$5,565
8	\$2,479.00	to	\$3,717.00	\$3,717.01	to	\$6,194
9	\$2,731.00	to	\$4,094.00	\$4,094.01	to	\$6,823
10	\$2,982.00	to	\$4,472.00	\$4,472.01	to	\$7,453
	For more than 10 persons, add amount below for each additional child.					
	\$252 - \$378			\$379 - \$630		

Reimbursement for Healthy Families

What is a duplicate case?

The first time an application is received, it is given a unique case number. **An application received for a case already enrolled or previously reviewed for the Healthy Families Program is called a "duplicate case."**

- ◆ All duplicate cases are reviewed for information that may have changed since the original application was received. Any information that differs from what was indicated on the original application is updated.
- ◆ All assisted duplicate cases are forwarded to the Application Assistance Payment Unit (AAPU) on a routine basis for review.
- ◆ If a duplicate case meets all the criteria to approve reimbursement, the case is manually processed for payment.
 - ☒ The Remittance Advice will indicate all cases reimbursed for application assistance with the bar code or applicant case name.
 - ☒ At this time, the Monthly Entity Payment Report may not list duplicate cases, so utilize both the Remittance Advice along with the Monthly Entity Payment Report for your application assistance tracking.